

Repair Estimate Requirements/Repair Shops

This is a list of some woodwork/upholstery/electronic repair firms in the area. This office does not recommend any particular firm. Feel free to go to any establishment listed in the telephone yellow pages for an estimate. If you have questions, please ask a claims office representative for guidance on this issue.

The Claims Office does not guarantee the work of the repair shops listed. If your repair estimate is greater than \$1,000.00 for an individual item, you should check with your claims examiner to determine whether a second independent estimate should be obtained.

If the repairman tells you an item cannot be repaired or the repair exceeds its value, his estimate should include one of the following statements: 1) The item in question is beyond repair; 2) The item no longer exists in its original form; 3) The item is useless for its intended purpose; or 4) the repair cost exceeds the value of the item. If he is aware of the approximate replacement cost of the item in question, it would be helpful for him to list it.

Fees for written estimates that may be applied towards the total cost of the repair are DEDUCTIBLE (DED); fees that will not be applied towards the repair cost (fees paid in addition to and above the repair cost) are NON – DEDUCTIBLE (N/D).

EXAMPLE (DEDUCTIBLE): \$65.00 fee charged for written repair estimates; technician indicates that total repair cost for a one item claim is \$100.00. Service member initially pays for repair estimate only; when item is repairable, the estimate fee is applied towards the repair cost and service member pays balance of \$35.00.

EXAMPLE (NON-DEDUCTIBLE): \$65.00 fee charged for written repair estimate; technician indicates that total repair cost for a one item claim is \$100.00. Service member initially pays for repair estimate only; when item is repaired, the estimate fee is not applied towards the repair cost and service member pays \$100.00 for repair of the item.

Any furniture repair estimate should include one of the following statements:

- 1) “Repairs will be done on-site”; **OR**,
- 2) “Pick-up and delivery fee of \$(*amount of fee*)”. **

**There are expenses associated with any pick-up and delivery, e.g., gas, insurance, payment to employees to move furniture, etc. Therefore, lumping these costs in with the actual repair charges for work away from your residence is not acceptable.

A NOTE REGARDING ELECTRONIC/MECHANICAL ITEMS: Please remind the technician/repair person to specify damage when providing written estimates (i.e. circuit board “cracked,” control panel “broken,” or connecting wires “loose”). Words such as “damaged,” “inoperable,” “defective” or “does not work” are vague and do not adequately describe why a unit is not functioning. A full description of all external and internal damages sustained during an authorized shipment of household goods should be indicated on DD Form 1840/1840R. This form must be validated by a military claims office within 70 days from the date of delivery.

Woodwork

Bay Woodcrafts
1738 Hickory
Sand City, CA 93955

899-7795

FEE

\$80.00 (NonDed)

Upholstery

J. Ballard & Son
301 Fountain Ave
Pacific Grove, CA

375-5665

FEE

\$60.00 (DED)

Electrical Items

(Stereos, TVs, Microwaves, VCRs, etc.)

Broadway TV Repair
685 Broadway
Seaside, CA

394-5949

FEE

\$55.00 (DED)

Radio Shack
1130 Fremont
Seaside, CA

899-2100

\$20.00 (DED)

Computers

PC People
534 Abrego St
Monterey, CA

649-5900

FEE

\$75.00 (DED)

Computer Works
1721 Fremont Blvd.
Seaside, CA

899-3177

\$75.00 (DED)